

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Bechtel-Mc Laughlin Inc

#### Ohio Manufacturing Extension Partnership

#### Qs 9000 Registration Saves Bechtel-Mclaughlin Thousands Of Dollars

**Client Profile:**

Bechtel-McLaughlin, Inc., based in Sandusky, Ohio, provides zinc and phosphate metal finishing services primarily to the automotive industry. Established in 1945, the company employs 25 people.

**Situation:**

Bechtel-McLaughlin decided to pursue QS 9000 registration as part of a business strategy aimed at adding customers, retaining sales, and containing costs. Because the company has limited internal resources, it sent representatives to attend a Quality User Group session led by EISC, Inc., a NIST MEP network affiliate.

**Solution:**

EISC's Quality User Groups offer small companies with limited resources the opportunity to pursue quality certifications in a cost effective manner by sharing costs and exchanging techniques for developing and maintaining quality systems. Bechtel-McLaughlin participated in a Quality User Group to prepare its quality management system, and later asked EISC to provide support for the company's follow-up audits every six months. EISC continues to perform Bechtel's internal audits today, allowing the company's employees to focus on their responsibilities and providing an objective point of view.

Bechtel-McLaughlin planned to pursue QS 9000 as a long-term growth strategy; the company never expected immediate short-term results. However, shortly after receiving its QS 9000 certification in October 2002, Bechtel-McLaughlin started saving money. Based on the company's quality registration, many of its automotive customers began accepting Bechtel-McLaughlin's test results on salt spray and plating thickness--instead of requiring testing by a third-party laboratory. Without expenditures on outside testing, the company has saved thousands of dollars.

**Results:**

Achieved QS 9000 certification.

Saved thousands of dollars in third-party laboratory testing fees.

Anticipating a 90 percent retention of or increase in sales.

Positioned for growth.

**Testimonial:**

[www.mep.nist.gov](http://www.mep.nist.gov)



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“We’re a small company of about 25 people. To break people out, have them look at our production lines as auditors, would disrupt our operations. And we think we should have impartial eyes looking at our lines. EISC, as a third-party auditor, might catch something that we could miss.”

Charles Lazzara, Quality Assurance Manager